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## Staff Notes July 2017

Missouri Department of Economic Development sent this bulletin at 08/01/2017 04:00 PM CDT

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### Thank You From QA!

DWD's Quality Assurance team recently finished the PY2016 Programmatic Monitoring Reviews and would like to thank everyone who assisted us during this tedious process. QA is currently preparing for Summer Youth monitoring as well as One-Stop Certification reviews. We look forward to working with everyone again.

**QA Tip:** With the implementation of the new system, many policies are being updated. Check <https://jobs.mo.gov/dwdissuances> regularly to stay up-to-date with new and changing policies.

## Equal Opportunity Review

Although most individuals living in Missouri read, write, speak, and understand English, there are many individuals for whom English is not their primary language. According to MERIC (American Community Survey Estimate 2010-2014), 6.1% (342,797) of Missouri's population ages five and over spoke a language other than English at home. Twenty-one percent of the United States population for the same time period spoke a non-English language at home. The five most common non-English languages spoken in Missouri homes were:

- Spanish or Spanish Creole (2.6%)
- German (0.4%)
- Chinese (0.3%)
- French including Patois and Cajun (0.3%)
- Serb-Croatian (0.2%)

WIOA recipient agencies have an obligation to reduce language barriers that could prevent meaningful access by LEP persons to important benefits, rights, programs, information, and services. Please review directions for staff and LEP resources

at: [https://jobs.mo.gov/sites/jobs/files/language\\_interpretation\\_desk\\_aid\\_checklist\\_rev08-2016.pdf](https://jobs.mo.gov/sites/jobs/files/language_interpretation_desk_aid_checklist_rev08-2016.pdf)

[Know the Law: Workforce Innovation and Opportunity Act \(WIOA\) of 2014, Section 188](#)



### **Congratulations Bobby Barlow & Justin Hirniak!**

Bobby Barlow (Chillicothe DVOP, now Center Supervisor) and Justin Hirniak (Kirksville LVER) were presented the 2016

"Outstanding Veteran Award" during a recent Northeast Region Supervisors meeting. Bobby and Justin were nominated for this award by their supervisors in recognition of the outstanding services provided to Veterans. In addition to this recognition, they participated in the Incentive Award trip to Washington, D.C. where they attended the USDOL Salute to Veterans in November 2016. Justin assisted with scheduling the itinerary as well as acting as a guide for the trip. The awards were presented by Lisa Elrod, Assistant Director, and Steven Hamby, Central Office LVER. *(Pictured left to right: Bobby Barlow, Lisa Elrod, Justin Hirniak, Steven Hamby.)*

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## OUTSTANDING Ideas from the Field



Missouri Job Center staff in Columbia will be hosting Walk-In-Wednesdays the last Wednesday of each month, with the goal of promoting relationships with local employers while helping job seekers find employment. With the ability to host five employers, the August event already has four committed employers! Thank you Michael Rettke (Functional Leader) and Lisa Marshall (DWD Supervisor) for the collaborative efforts launching this Missouri Job Center-Columbia event!

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Another type of Walk-In-Wednesdays takes place at the Missouri Job Center in St. Charles County. Various employers are available each week to meet with job seekers regarding job opportunities.



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### **CENTERS OF SUCCESS - Stories of Workforce Success**

#### **KENNETT**

Mr. W came to the Missouri Job Center in Kennett after being laid off due to an industry closing. Michelle Winters enrolled him in the TRA program to attend truck-driving school. She also referred him to Vocational Rehabilitation (VR) because of hearing issues, hoping they might be able to help him obtain hearing aids. After meeting with the Dunklin County VR Counselor to determine eligibility, VR will be assisting Mr. W with the cost of an updated hearing exam, after which he can be recommended for hearing aids. As a result of these integrated services leading to hearing aids, Mr. W is now on his way to finding and maintaining employment.

#### **ROLLA**

The Missouri Job Center - Rolla—under the direction of Functional Leader, Trish Rogers, and with the support of the CWIB Executive Director, Alex Blackwell—is spear-heading an ACT National Career Readiness Certificate® WorkKeys Testing Project.

Participants will be part of a five-week Entrepreneurship and Innovation program designed to focus on the well-being of individuals that participate. Specific programs are offered for

males, females, and for those on probationary supervision—with a focus on drug court.

Trish and Job Center staff are the unsung heroes of this program because of their hard work, dedication to workforce development, and flexibility to meet the needs of their customer, wherever that may take them.

Several inspiring Success Stories have emerged from this program already! Click on the links below to read about each of these “wins.”

- [\*\*Rehabilitation Through Innovation\*\*](#) - “Our processes are not organic. Getting the right people, with the right skills and education, in the right jobs, is NOT organic. It’s strategic.”
- [\*\*The First One Back\*\*](#) - “You are going to learn more from them, than they will from you.”
- [\*\*Certified Work Ready\*\*](#) - “How were you able to make that connection? And, more importantly, how were you able to make it so quickly?”
- [\*\*It’s Not One of Us, It’s All of US\*\*](#) - “He had prior convictions, A LOT of them, he had a court date set for Friday, he did not have a job, he was living out of his truck, and he needed a job to afford the truck payment, or he would literally have nothing.”

## **KANSAS CITY**

Kansas City has shared several of their recent successes. [Click here](#) to read all about these individuals.

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As Charlie Johnson, Supervisor of the Northland Kansas City Job Center, so eloquently puts it: each day you never know who will walk through your door.

In Workforce Development we are more than just a means to a new or better job; everything you do each and every day makes an impact on someone else. They may not seem like “Success Stories.” You may say, “I’m just doing my job.” But to someone else you might have made a huge difference.

Thanks for that reminder, Charlie, and thank you for each and every “success.”

[Click here to read Charlie’s story—he says it best in his own words.](#)

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**From Deployment to Employment:  
Veteran Success Stories from the Field**



Veterans Representatives across the state have been hard at work helping servicemembers find jobs once they return home. [Here](#) are just a few of their recent successes.

For an employer, finding the perfect employee is difficult. For a job seeker, finding the perfect job is equally as difficult. Both spend hours with painstaking, needle-in-a-haystack searches looking for the right fit and employers can potentially spend millions of dollars along the way.



### **Enter Talify.**

Talify connects talented Missouri job seekers with Missouri employers in a way never before possible – allowing everyone to find the right fit for them, resulting in higher productivity and less turnover. And best of all...Talify is provided at no cost to employers AND seekers registered on the MoJobs site.

### **Don't keep it a secret—everyone can benefit from Talify!**



A very special THANK YOU to all DWD Staff who completed the Governor's Organizational Health Survey. An astonishing 95% of DWD staff participated which went a long way in helping the Department finish first among all state agencies. More importantly almost every staff person shared his/her perspective regarding our agency and state government that will contribute to future opportunities to operate better.

Thanks again for your tremendous support!

Workforce System staff make a difference in the lives of the people we serve. We know there are many success stories from across the state waiting to be told.

Send us your staff accomplishments and job seeker or employer success stories to share how your Center is making a difference in your community!



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